

Effective and Efficient EHV Utilization: Why Collaborating with Your CAP Agency Makes All the Difference

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EFFECTIVE AND EFFICIENT EHV UTILIZATION

Welcome & Introductions

Handouts Include:

- What is an Emergency Housing Voucher (EHV)?
- Incentives for Landlords & Participant Eligible Expenses
- Service Area Map
- Referral Flow Chart

Discussion:

- Processes prior to start of EHV program
- How processes changed because of EHV
- Benefits of participating in EHV Case Conference
- How to work together in the housing search
- Working together to keep clients housed

EHV Program Summary

The Emergency Housing Voucher (EHV) program is available through the American Rescue Plan Act (ARPA). Through EHV, HUD is providing about 70,000 Housing Choice Vouchers (HCV formerly known as Section 8) to local Public Housing Authorities (PHAs) across the country.

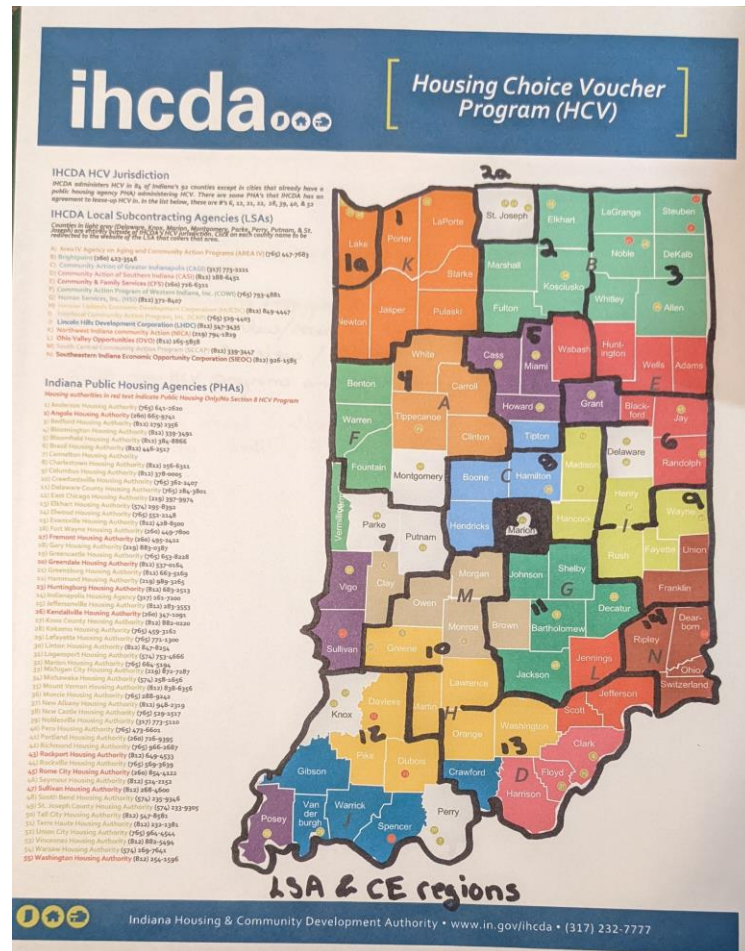
The Indiana Balance of State (BoS) CoC has created referral policies that prioritize the most vulnerable households on Coordinated Entry. IHCD has been allocated 338 EHV's.

In addition to rental assistance EHV recipients are also eligible for assistance with some allowable expenses as well as services to increase their chances of finding housing and staying stably housed.

EHV Dashboard <https://www.hud.gov/EHV>



CE, PHA, & LSA JURISDICTIONS AND SERVICE AREAS



As with most statewide agencies, CE has the state divided into regions.

The LSAs also have a number of counties in their service areas.

Sometimes an LSA serves multiple CE regions and sometimes several LSAs serve a county or two in one region.

When you are talking to clients about where they want to live it is important to specify in some areas if they want to live within the city limits.

My goal when choosing to assign to an LSA or to port them to another housing authority is for them to have the best chance of finding housing, but I cannot tell them where they can or should live.



Indiana Housing & Community Development Authority

ROLES & RESPONSIBILITIES BEST PRACTICE FOR EHV

CE Lead Agency

Is responsible for;

Maintaining the CE Prioritization list.

Holding monthly regional case conference meetings to review the list and to make referrals to PSH, RRH, EHV and other housing programs.

For EHV the agency is responsible for;

Conducting CE Assessments & assisting clients with application packet and collecting required documentation.

Pulling from the CE Prioritization List based on highest need. (Example offering everyone over 13 on VI-SPDAT a voucher.)

Attending EHV monthly Regional Case Conference

Assisting with the housing search as able

Local Partners

Identify clients who may be eligible for CE referral. If qualified, they MAY (if qualified) administer the CE Assessment and enter the client in HMIS. (Turning Point & Centerstone)

If approved for EHV, they may assist in communicating with the client, assist with completing the referral packet, and collecting the required documents.

ROLES & RESPONSIBILITIES BEST PRACTICE FOR EHV

Indiana Housing &Community Development Authority – EHV & HCV Team

Once referrals are received;
Determine eligibility for EHV
Program
Assign client to the Local
Subcontracting Agency or
prepare them to port to another
PHA's jurisdiction
Conduct monthly regional case
conference meetings
Answer questions & provide
support to all partners
Process expense claims

IHCDA's Local Subcontracting Agency

*Does not get involved until the client is approved and assigned to them by IHCDA's EHV staff.

Responsible for all tasks they would be if they were a regular HCV client participant
Responsible for attending monthly case conference for the region(s) served by their agency.
When having difficulty reaching client they are expected to reach out to EHV staff and partnering agencies, and when able assist with the housing search.
Completing EHV Service Claim forms and letting EHV staff know when client is moved in, documentation receives, and "ready for lock in"

ROLES & RESPONSIBILITIES BEST PRACTICE FOR EHV

Coordinated Entry Assesment

- Client in need of services is identified by CE Lead Agency or partnering agency or may be referred by another agency or self referred.
- Client is diverted, or client receives a coordinated entry assesment
- Client's information and assessment is entered into HMIS. If eligible the referral packet can be completed at this time and staff can begin collecting required documents.

Coordinated Entry Prioritization List

- The client is placed on the CE waitlist and if the packet is completed and the need is high it may be forwarded to the CE Lead Agency without delay.
- If the need is not clear or the client is eligible but not likely to be at the top of the prioritization list, then they should be discussed at monthly case conference with other potential referrals.
- If a person is on the prioritization list and eligible, but a packet has not been completed that can be done at this time.
- CE Lead, may review the packet, enter the EHV Referral in HMIS, and email the packet to EHV@ihcda.IN.gov

Referral to IHCD

- ALL REFERRALS go to EHV@ihcda.IN.gov all questions regarding the EHV program go to this email as well. If the referral goes to another staff member it will cause a delay in processing.

ROLES & RESPONSIBILITIES BEST PRACTICE FOR EHV

Logged

- The CE lead staff sends the packet by secure email to EHV@ihcda.IN.gov where it is logged on the tracking sheet and an EHV ID# is assigned. An electronic file is created, and the referral packet saved in the file.
- The client is looked up in HMIS and the CE Assessment Score is checked and logged on the tracking sheet. If not eligible, the referring agency is notified and is responsible for telling the applicant.

Reviewed

- The referral packet is reviewed, and missing documents are noted on the tracking sheet.
- The client's application is entered in Housing Pro and it is determined if they are income eligible for the program.
- If there is anything that is unclear, missing, or left blank you will receive an email asking for clarification or to have blank forms completed and resubmitted.

Approved or Denied

- If over income the referring agency is notified and is responsible for informing the applicant and providing local housing resources.
- If income eligibility is not verified, it will be assigned to an LSA and if found to be over income the Housing Specialist will notify EHV and the client.

Assigned

- If eligible and assigned to an LSA the referring agency is copied on the email so that the Housing Specialist can contact you, if they are having trouble reaching the client.
- The LSA will begin reaching out to the client to conduct a briefing and to issue a voucher.
- Your designated staff and the LSA will attend monthly EHV case conference meetings and provide updates and discuss barriers to the housing search.

Housed

- The referring agency and/or the LSA will assist with the housing search.
- The client will turn in an RTA and an inspection will be scheduled.
- Once the unit has passed inspection, they can schedule a move in date.

MONTHLY EHV CASE CONFERENCE

In each region the participants in the monthly case conference meeting may vary but can include staff from the local PHA(s), the Lead Coordinated Entry (CE) Agency, and any Local Subcontracting Agency (LSA) in the region. If you are not already having a monthly case conference meeting in your region, please contact EHV@ihcda.IN.gov to get one set up.

- Review new referrals to determine who is assigned and if contact has been made and voucher issued.
- Discuss clients in the housing search process and any barriers to the housing search (beyond local affordable housing and lack of landlords willing to participate in the program).
- Reviewing client level of participation in the housing search and authorizing extensions in 30-day increments as needed provided the client is engaged in the housing search and maintaining contact with housing specialist and/or referring staff.
 - Ultimately the client is responsible for remaining connected to the LSA, but sometimes with the homeless and hard-to-house there are a number of barriers and if they trust and feel connected to referring staff and that staff is attending case conferencing then they may provide updates and advocate for clients needing an extension.

HOUSING SEARCH

Finding available housing

- The LSA will provide the client resources they would typically use for the HCV program, but EHV clients may not have the skills or technical savvy necessary.
- Existing landlords may be willing to house an EHV client because of the incentive.
- New landlords may be interested because of the incentives and may house some of your regular HCV clients too.

ENSURING ONCE HOUSED CLIENTS REMAIN HOUSED

Briefing & Housing Search

- Make sure clients and household members know the rules of the program and their responsibilities.
- Maintain good rapport with client and landlord so if there are issues they keep you in the loop.
- Make sure utilities are not remaining in the landlord's name after arrears and deposits are paid.
- Make sure client understands the move process and when/how to initiate it to move with continued assistance.

Annual Recertification

- Make sure clients know when to expect annual recert packets and what information they should hold onto when it comes in to reduce the time it takes to find or request new copies.
- Communicate with client to confirm packet was received or to let them know it is coming.
 - They may have someone to help them complete paperwork and gather documents, but are not likely to reach out to this person until they get a termination notice if not prompted to do so.

QUESTIONS?

Presenters' Contact Information

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